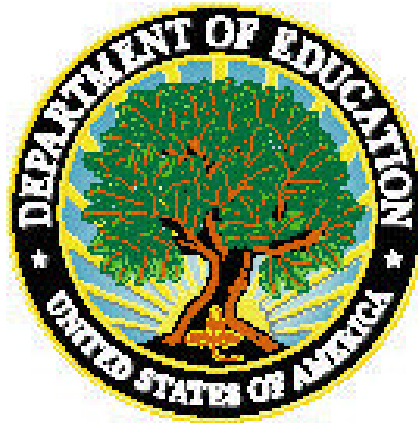


SFA Modernization Partner Project LEGACY CONTRACT TRANSITION PLAN

Public Inquiry Contract (PIC)



Part 1 System Write-up

Public Inquiry Contract (PIC)

CHANNEL:	Students
BUSINESS MANAGER:	Bill Ryan
COTR:	Dena Bates
CONTRACTOR:	NCS
CONTRACT NUMBER:	PM-94-0020-01
CONTRACT AWARD DATE:	January 24, 1994
CONTRACT EXPIRATION DATE:	June 30, 2000*
ANNUAL CONTRACT COSTS:	\$13.5 million

* Contract has been extended once for six months on a sole source basis.

PIC FUNCTIONS

Call Center: Operates call center to answer all calls to main OSFA Information Center - 1-800-4FEDAID. Operated by NCS in Lawrence, Kansas. At peak times NCS has 160 operators (50% of which are part-timers). There are additional operators in Iowa City, Iowa (location of NCS home office) to handle overflow. Years ago the OMB made a distinction between general information (toll free line) and specific information (commercial line), therefore the call center used to operate 2 lines. With the advent of PBO there has been an increased emphasis on customer service so all calls are now handled on the toll free line. There is also an interactive voice response service.

Correspondence: Performed by NCS in Iowa City, Iowa its home office. Mails out Debt Collection Service correspondence. Also responds to written correspondence and forwards inquiries to other delivery system components.

WHO USES PIC?

External User:

- Students
- Parents
- Limited use by financial institutions (there is a separate call center for financial institutions).

Internal Users:

- DCS

ANNUAL CONTRACT COST – OFSA FUNCTION PERCENTAGES

The annual contract costs for PIC are approximately \$13.5 million. The approximate percentages and annual cost for the base OFSA functions (as outlined in the OFSA Contracts/functions Matrix) are as follows:

Material Handling	30%	\$4.0 million
Customer Service	70%	\$9.5 million

PLANNED ENHANCEMENTS

None

PLANS

Contract expired September 30, 1999 – sole source extension was executed through June 30, 2000. “Full and Open” competition was conducted – awaiting award of Performance Based contract for 1 year with at least 3 (1-year) options. Award to take place no later than 3/31/00.